

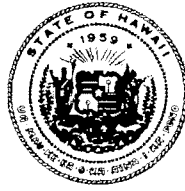
State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment, Child Care Program Office

Request for Proposals

HMS 903-08-06-EH
Vocational Rehabilitation Services for
TANF, TAONF and Non-Assistance
Grant Diversion Recipients - East Hawaii

October 22, 2007

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.




STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P.O. Box 339
Honolulu, Hawaii 96809-0339

October 22, 2007

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – VOCATIONAL REHABILITATION SERVICES FOR TANF, TAONF AND NON-ASSISTANCE GRANT DIVERSION RECIPIENTS - EAST HAWAII; RFP NO. HMS-903-08-06-EH**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. Informational meeting is scheduled for 9:30 A.M. to 12:00 P.M. on November 2, 2007, at the Department of Human Services (DHS), East Hawaii Section Office, 1990 Kionoole Street, Suite 108, Hilo, HI 96720. For more information, please call 586-7068.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Monday, November 19, 2007, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, November 19, 2007, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 4
--

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **November 19, 2007** and received by the state purchasing agency no later than **10 days from the submittal deadline**.

All Mail-ins

Department of Human Services
Benefit, Employment and Support
Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Shannon Kelly
For further info. or inquiries

Phone: 586-7068
Fax: 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), November 19 2007**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., November 19, 2007.

Drop-off Sites

Oahu:

Department of Human Services
Benefit, Employment and Support Services
Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable	1-1
II.	Website Reference	1-2
III.	Authority	1-2
IV.	RFP Organization.....	1-2
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions	1-4
VIII.	Submission of Proposals	1-4
IX.	Discussions with Applicants	1-6
X.	Opening of Proposals.....	1-7
XI.	Additional Materials and Documentation	1-7
XII.	RFP Amendments	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals	1-7
XV.	Costs for Proposal Preparation.....	1-7
XVI.	Provider Participation in Planning.....	1-8
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award.....	1-8
XIX.	Protests.....	1-9
XX.	Availability of Funds	1-9
XXI.	Monitoring and Evaluation	1-9
XXII.	General and Special Conditions of the Contract.....	1-10
XXIII.	Cost Principles	1-10

Section 2 - Service Specifications

I.	Introduction.....	2-1
	A. Overview, Purpose or Need	2-1
	B. Planning activities conducted in preparation for this RFP.....	2-1
	C. Description of the Goals of the Service	2-1
	D. Description of the Target Population to be Served	2-1
	E. Geographic Coverage of Service	2-1
	F. Probable Funding Amounts, Source, and Period of Availability.....	2-1
II.	General Requirements.....	2-2
	A. Specific Qualifications or Requirements	2-2
	B. Secondary Purchaser Participation	2-2
	C. Multiple or Alternate Proposals	2-2
	D. Single or Multiple Contracts to be Awarded	2-2
	E. Single or Multi-Term Contracts to be Awarded	2-3
	F. RFP Contact Person	2-3
III.	Scope of Work	2-3
	A. Service Activities	2-3

	B.	Management Requirements	2-3
IV.		Facilities	2-5

Section 3 - Proposal Application Instructions

		General Instructions for Completing Applications	3-1
I.		Program Overview	3-1
II.		Experience and Capability	3-2
	A.	Necessary Skills	3-2
	B.	Experience	3-2
	C.	Quality Assurance and Evaluation	3-2
	D.	Coordination of Services	3-2
	E.	Facilities	3-2
III.		Project Organization and Staffing	3-2
	A.	Staffing	3-2
	B.	Project Organization	3-3
IV.		Service Delivery	3-3
V.		Financial	3-4
	A.	Pricing Structure	3-4
	B.	Other Financial Related Materials	3-4
VI.		Other	3-5
	A.	Litigation	3-5

Section 4 – Proposal Evaluation

I.		Introduction	4-1
II.		Evaluation Process	4-1
III.		Evaluation Criteria	4-2
	A.	Phase 1 – Evaluation of Proposal Requirements	4-2
	B.	Phase 2 – Evaluation of Proposal Application	4-2
	C.	Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A.	Competitive Proposal Application Checklist
Attachment B.	Sample Proposal Table of Contents

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	<u>10/22/07</u>
Distribution of RFP	<u>10/23/07</u>
RFP orientation session	<u>11/02/07</u>
Closing date for submission of written questions for written responses	<u>11/06/07</u>
State purchasing agency's response to applicants' written questions	<u>11/13/07</u>
Proposal submittal deadline	<u>11/19/07</u>
Proposal evaluation period	<u>Week of</u> <u>11/19/07</u>
Provider selection	<u>Week of</u> <u>11/19/07</u>
Notice of statement of findings and decision	<u>11/26/07</u>
Contract start date	<u>1/17/08</u>

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

	For	Click
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “RFPs”
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4	Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5	Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6	Standard Contract -General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7	Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click “Forms”
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ click “Bill Status and Documents” and “Browse the HRS Sections.”
10	Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click “Business Registration”
11	Campaign Spending Commission	www.hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services

Benefit, Employment and Support Services Division

820 Mililani Street, Suite 606 Honolulu, HI 96813

Phone (808) 586-7068 Fax: (808) 586-5744

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: November 2, 2007 **Time:** 9:30 AM – 12:00 PM

Location: DHS East Hawaii Section Office
1990 Kinoole, Suite 108,
Hilo, HI 96720

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the

orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: November 6, 2007 **Time:** 4:30 PM HST

State agency responses to applicant written questions will be provided by:

Date: November 13, 2007

VIII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.

- 1. Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
- 2. Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
- 3. Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
- 4. Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
- 5. Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)

- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- H. Proposal Submittal** – All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

No faxed proposals or proposals submitted by electronic means (diskette/CD, transmission by e-mail, etc.) shall be allowed.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline** - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610(a)(1), HAR)
- (6) Applicant not responsible (Section 3-143-610(a)(2), HAR)

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Lillian B. Koller	Edwin Igarashi
Director	Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809	Mailing Address: P.O. Box 339 Honolulu, HI 96809
Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813	Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The State of Hawaii, Department of Human Services, hereafter referred to as the Department, is seeking proposals to provide vocational rehabilitation services for Temporary Assistance to Needy Families (TANF), Temporary Assistance to Other Needy Families (TAONF), and Non-Assistance Grant Diversion (NA-GD) program recipients in East Hawaii area, who are currently experiencing employment limitations due to physical and/or mental disability. This service would support the Department's goal of addressing *the second* of the four (4) TANF purposes, which is:

- . To end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage.

The purpose of vocational rehabilitation services is to provide vocational rehabilitation through training and employment services, including, but not limited to assessment, developing/implementing/monitoring and verifying compliance with individualized treatment services, counseling, independent living skills training, job/work activity readiness, job/work activity coaching, job/work activity placement, job/work activity retention, on-going case management and support services delivery such as child care, transportation and work-related expenses, to assist physically and mentally disabled TANF, TAONF and NA-GD recipients with finding and retaining employment.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was published and posted on the State of Hawaii, State Procurement Office (SPO) website on August 28, 2007, at the following website address:

<http://www4.hawaii.gov/bidfiles/RFI%20903-08-06-EH>

The posting attempted to solicit feedback from the general public on the services to be procured. No feedback was received from the general public.

C. Description of the goals of the service

The goal of this contract is to procure vocational rehabilitation services to an estimated 300 referred TANF, TAONF and NA-GD recipients, who have a physical and/or mental disability which would adversely affect their ability to become self-sufficient and employable. This will be further described in section III, Scope of Work.

D. Description of the target population to be served

The population to be served are the adult TANF, TAONF and NA-GD recipients of the Benefit, Employment and Support Services Division (BESSD), who are categorized as other work eligible individuals experiencing a physical or mental disability, and are required to participate in work activities according to capability, as determined by the AFDC medical board.

E. Geographic coverage of service

The areas to be served are the East Hawaii area comprising census tracts 201 – 211.99. The Department reserves the right to change census tracts, based on future service needs, after affording the Provider 30 days notice, for the duration of this contract and Supplemental Agreement(s).

F. Probable funding amounts, source, and period of availability

Funding for this procurement is expected to be federal funds through the State's federal TANF Block Grant allocation, CFDA 93.558. The maximum amount of funding for this contract for FY 2008 (January 17, 2008 through January 16, 2009) is \$475,000 with an option to extend in two (2) twelve-month extensions not to exceed January 16, 2011 at \$475,000 per extension, subject to the availability of funds, provider performance and service need.

An additional \$25,000 per year is available for support service payments to subsidize the purchase of assistive technology for eligible clients, which is not available through community resources or medical insurance.

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

B. Secondary purchaser participation
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

C. Multiple or alternate proposals
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards:

E. Single or multi-term contracts to be awarded
(Refer to §3-149-302, HAR)

☐ Single term (≤ 2 yrs) ☒ Multi-term (> 2 yrs.)

Contract terms:

A single term contract (twelve months), with the option of two (2) twelve month extensions subject to availability of funds, provider performance and service need shall be awarded.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Shannon Kelly, (808) 586-7068 or skelly@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Provider's staff shall act as the Department designee relating to the provision of vocational rehabilitation services.

2. Provider's staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, NA-GD, First-to-Work, Child Care Connection, and Child Support Enforcement. Provider shall use appropriate departmental forms and other written material.
3. Provider shall use the Hawaii Automated Network Assistance (HANA) system to do case management, data entry, and issue support services payments including: child care, transportation and work-related expenses. The resources for these payments shall be retained within the departmental budget.
4. Provider shall oversee the services provided to the Department's vocational rehabilitation clients as described below. The Provider is responsible for the supervision of its staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency as part of the client's service plan.
5. Provider shall make referrals to community partners, and other providers of services as most appropriate to address client's treatment related needs.
6. Provider shall prepare monthly reports and invoices as required by the Department. Additional details are provided in section (B)(7) and (B)(8) below.

SCOPE OF SERVICES:

1. Intake and Assessment

Disabled clients shall be referred to the Vocational Rehabilitation Services Provider (PROVIDER) for intake and assessment services via random selection from the HANA system pool which shall be populated with clients whose medical and/or psychiatric disability has been diagnosed by a licensed physician or psychologist and confirmed by the contracted AFDC medical board, CYRCA. A copy of this report will be available to the PROVIDER upon request.

The intake and assessment session between the client and Provider will help the Provider to identify the strengths and weaknesses of the client and to assess the client's basic skills and aptitudes. The information obtained from the intake and assessment will be used to formulate the Individualized Placement Plan, which outlines the client's schedule of participation in treatment services, and to the extent the client is able, with work activities.

2. Individualized Placement Plan Development

Discussion and planning shall take place with the client and the PROVIDER. Family members and friends may be present to support the client. The client's goals, needs, and abilities are all taken into consideration when formulating the Individualized Placement Plan.

The Individualized Placement Plan, developed by the Provider within five (5) days following the completion of intake and assessment session, shall specify individualized treatment services, and work activities if applicable, in which the client will participate. The resulting plan shall provide the foundation for incremental, measurable progress towards barrier reduction through compliance to individualized treatment. This plan shall be reviewed and revised regularly so that services are effective and focused.

3. Employment Preparation Services

Interested bidders should carefully describe all proposed services requested below. The proposed program shall offer individualized employment preparation services for clients with different needs. Services shall be designed to enable the client to acquire the knowledge, skills, habits, and attitudes essential to securing and maintaining employment. Services shall include meetings with an assigned counselor and group sessions on a variety of topics. The employment preparation services will depend upon the needs and aptitude of the client.

a. Treatment Compliance Monitoring

The purpose of treatment compliance for those who are physically or psychologically disabled is to alleviate barriers preventing transition into employment or vocational training. All referred clients, with CYRCA determination of zero (0) to twenty-nine (29) hours of ability to engage in work activities, must comply with and verify the individualized treatment services recommended by CYRCA.

Any client with a CYRCA determination of zero hours of ability to engage in work activities for a twelve month period shall be referred to the Legal Aid Society of Hawaii (LASH) for assistance with the processing of an SSI application.

The Department's Eligibility Worker shall make the initial referral to LASH. The Provider shall coordinate with LASH and the client to monitor and assist with progression of the SSI application.

The Provider shall select, invite and assess clients in the pool. The Provider shall work jointly with clients who have a CYRCA determination of one (1) through twenty-nine (29) hours of ability to engage in work activities, to develop and implement a viable Employment Plan.

Those clients with a CYRCA determination of zero hours of ability to engage in work activity for a twelve month period and have not been referred to LASH for SSI application assistance, shall be referred by the Department's Eligibility Worker.

The Provider shall work jointly with clients who are experiencing mental, physical and/or substance abuse disability including those with a CYRCA determination of zero hours of ability to engage in work activity for a twelve month period by identifying and incorporating the prescribed treatment services into the client's IPP. The Provider shall closely monitor and consistently verify every two weeks the client's compliance to treatment services and the SSI application process, and shall document the client's progress towards barrier alleviation.

The Provider shall work jointly with the client to assess and request reevaluation of the client's disability as situations warrant.

b. Job Readiness Sessions

Job readiness sessions shall focus on various components according to the client's capabilities as determined by the CYRCA medical board. Job readiness workshops for some clients may provide basic instruction on areas such as personal grooming, appropriate attire, effective interpersonal skills and problem solving, personal money management, and independent living skills. Job readiness sessions for the work ready employee should concentrate instruction on contemporary job search techniques and the skills and attitude required to successfully secure employment. The purpose of this job readiness training is also to assist the clients in understanding work rules and the necessity to adhere to these rules in order to maintain employment. Job readiness sessions are an integral part of the successful placement of an individual in a work environment.

c. Coaching, supervision and training

The Provider shall be equipped to provide services such as specialized vocational training and sheltered workshops. If the

Provider does not offer such trainings in-house, the provider must coordinate the client's access to, and placement with, comparable community services. Pre-employment services by the Provider might include coaching the client in areas such as self-esteem, attitudes at work, communication, and behavior management. Engaging the client in role-playing work and/or personal situations is encouraged. The Provider should include advanced training in various independent living skills, such as personal money management, dependable and alternate options for transportation, and child care to foster family stability.

d. Group and Individual meetings

Group job readiness training would be designed for the work ready employee. These meetings would cover topics such as career awareness and exploration, dependability, self presentation, job search, resumes, motivation, positive attitude, work ethics and interviewing skills.

The Provider and the client shall work jointly to identify client capabilities and needs in the Individualized Placement Plan and shall develop and implement the job readiness strategy. Some examples of training areas are self-esteem, first impression awareness, interpersonal skills, conflict resolution, and interviewing skills. The Provider shall also assist the client with completing applications, preparing resumes and conducting mock job interviews.

4. Job Development

The Provider shall assist the client with job searching and identifying job openings that suit the client's needs, interests, and abilities. For example the Provider may assist the client with contacting employers by e-mail, letter and/or telephone, internet resume posting and site registration, canvassing and on-site visits to employers.

The Provider provides continued guidance to the client, including assistance with resume preparation, job-search techniques and strategies, effective completion of employment applications, and practicing interviewing skills.

5. Job Placement and Retention

The job achievement goal for the client shall be steady employment of thirty (30) hours per week for two full months. The client may begin participation by engaging in unpaid volunteer activity and/or paid

employment to maximize participation. The Provider may enter into job negotiations with employers on the client's behalf. Additional services may include helping the clients develop natural support systems that may consist of the employer, co-workers, family, or other individuals involved with the client. Job coaching is available to ensure the client learns job duties and appropriate behavior for a specific work setting.

Those clients with a CYRCA determination of twenty-four (24) through twenty-nine (29) hours per week of ability to engage in work activity will be eligible to participate in the Supporting Employment Empowerment (SEE) subsidized employment program.

Scheduled visits to the job site to monitor work progress should be a part of the post-employment phase. When problems arise, the Provider should provide necessary interventions to resolve the problems.

6. On-going Case Management

Case management shall be continuous from assessment through post-employment progress. Special attention shall be focused on ensuring client compliance with program requirements which include but are not limited to, monitoring of treatment, counseling, referring to the Department's Vocational Rehabilitation Division as appropriate, documenting progress in the HANA case record, supervising and authorizing of support payments.

If the client is non-compliant with the activities scheduled in the Individualized Placement Plan, good cause shall be determined by the Provider. In the absence of finding good cause, the Provider shall forward a financial benefits sanction recommendation to the Eligibility Worker.

If the client disputes a sanction imposition and files for an Administrative Hearing, the Provider shall complete and submit a detailed Administrative Hearing Report in accordance with the Department's procedures.

7. Support Services and Participation Reimbursement

The PROVIDER shall use the HANA system to issue support services payments to eligible clients. The support services shall include, but are not limited to, child care, transportation, training and work-related expenses. The supportive services payments are not part of the appropriation for the vocational rehabilitation services contract.

The Department has allocated \$25,000.00 per contract year for the purchase of assistive technology for eligible clients. Any purchase of

assistive technology exceeding \$500.00 shall require division administrative review and prior approval.

8. Provider Performance Bonus

- a. Performance bonuses will be available for reduction of the pool according to the following criteria:

The pool count shall be established by the Department as of the first day of the contract or the first day the contractor is able to provide services, whichever occurs first.

- 1. A 50 % reduction of the pool count by the last day of the sixth month may result in a one-time performance bonus of \$1500 to the Provider.
- 2. An 80% reduction of the pool count by the last day of the twelfth month may result in a one-time performance bonus of \$3000 to the Provider.

- b. Performance bonuses will also be available for client placements that meet the following criteria:

- 1. From the date of the assessment interview, placement in work activity as defined by the Department up to the maximum allowed by the client's CYRCA determination, and
- 2. The client maintains that level of participation for two full calendar months.

When the client placement is achieved within **one (1) week** of the assessment date, and the above criteria are met, the Provider may be eligible for a \$100 performance bonus per client.

When the client placement is achieved within **three (3) weeks** of the assessment date, and the above criteria are met, the Provider may be eligible for a \$50 performance bonus per client.

- 3. When the client referred to LASH for SSI application assistance receives approval for benefits, the Provider may be eligible for a \$100 performance bonus per client.

Bonus requests are subject to verification by Department review/audit prior to bonus payment

The total payments of Provider Performance Bonuses shall not exceed \$25,000.00 per state fiscal year (July 1 through June 30).

The Provider Performance Bonus is subject to availability of funds. The Department reserves the right to make any changes to the Provider Performance Bonus at any time with 30 day prior written notice.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The PROVIDER shall hire a staff of one (1) Supervisor, one (1) Administrative Assistant and six (6) counselors to provide the contracted services and shall address the qualifications of their personnel to conduct this service. The Department may refer an estimated 300 disabled clients to the pool and may continue to refer clients. The caseload standard for each counselor is estimated to be 50 clients per month.

Until the pool is depleted, the Provider shall designate one counselor to monitor, verify and document the treatment compliance of clients with a CYRCA determination of zero hours of ability to engage in work activity every two weeks. Concurrently, the designated counselor shall be responsible for coordinating the services of LASH with the client for assistance with applying for SSI benefits. The designated counselor shall work jointly with the client and the Department's Eligibility Worker to complete re-evaluation of the client's disability every two months or as scheduled and/or required. The caseload standard for the designated counselor is estimated to be 100 clients per month due to the specialized nature of the duties.

Also note that applicants may propose an alternative plan of staffing to suit their proposed model of service delivery however, the ratio of counselors to clients should remain as described above.

2. Administrative

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.

Division Procedures: The PROVIDER shall follow Procedures established by BESSD regarding: 1) support services for child care, transportation, and work related expenses, 2) case closures, 3) monitoring and tracking of participation, and 4) reporting of all data related to clients and client participation.

Execution of Contract: The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful offeror for execution. The Contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a Notice to Proceed shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

The **Special Conditions**, including but not limited to the following, shall be incorporated in the Agreement:

a. Purchase of Equipment, Furniture, Supplies and Telecom Request

- 1) The PROVIDER shall get prior approval for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval.
- 2) The PROVIDER shall transfer possession of equipment, furniture and supplies purchased by the Department upon termination of the Contract.
- 3) The PROVIDER shall submit a telecom request to install or de-install any server, computers and printer related equipment, and telecommunication.

b. Liability Insurance

The Department of Human Services requires that the PROVIDER obtain, maintain, and keep in force, throughout the period of this Agreement, liability insurance (the "Liability Insurance") issued by an insurance company in a combined amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00), or such lesser amount requested in writing by the PROVIDER, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The PROVIDER'S Liability Insurance shall indicate that the State of Hawaii is an additional insured with respect to its policy provisions and, therefore, cover any liability arising out of or resulting from occurrences connected with the PROVIDER'S performance under the Agreement. Prior to, or upon execution of the Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage in the amount stated above. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days' written notice of the intended cancellation.

3. Quality assurance and evaluation specifications

The contract shall be evaluated based upon performance as described in section III listed above and item number 4 below. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The performance of the PROVIDER shall be measured by the specifications described as follows:

- a. To provide all referrals an orientation to services and job readiness workshops;
- b. To develop an Individualized Placement Plan (IPP) within 5 days of completion of Intake and Assessment sessions;
- c. Effectiveness of reducing the number of clients referred who have not been serviced.
- d. Effectiveness of timely and successful placement in work activities for clients who are capable of limited participation.
- e. Effectiveness in increasing adherence of clients to following treatment plans and in being approved for SSI benefits.

5. Experience

The PROVIDER shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

6. Coordination of services

The PROVIDER staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run, federally funded work programs for TANF recipients. The Department shall provide training on all relevant policies and procedures, including the Hawaii Automated Network Assistance (HANA) System.

The PROVIDER shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered

confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

The PROVIDER shall insure the security and confidentiality of any and all data and/or information maintained on State electronic data processing equipment including but not limited to Hawaii Automated Network for Assistance (HANA).

7. Reporting requirements for program and fiscal data

A monthly invoice for operational costs shall be prepared and submitted to the Department by the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract.

The PROVIDER shall use Hawaii Automated Network Assistance terminal (HANA) to enter client data and payment information. Monthly reports shall be prepared and submitted to the Employment Program Specialist, ECCPO, BESSD. While manual reports may be submitted, the HANA computer entries shall be regarded as official reports. The PROVIDER shall not receive credit for client performance if the corresponding data has not been entered into the computer system designated for this use.

Monthly program reports shall be prepared and provided to the Department and must include the following to document the program participant's progress:

- Number of clients scheduled for Intake and Assessment,
- Number of clients completing Intake and Assessment,
- Number of clients with activity hours,
- Number of clients with zero hours (treatment only),
- Number of clients referred to LASH,
- Number of clients approved for SSI,
- Number of clients denied for SSI,
- Number of clients with increase in hours over previous month,
- Number of clients with physical disability
- Number of clients with psychological disability,
- Number of clients with substance abuse,
- Number of clients referred to Department of Vocational Rehabilitation
- Number of clients currently served by the Department of Vocational Rehabilitation
- Number of clients placed in employment
- Number of clients employed 1 to 10 hours/week,

- Number of clients employed 11 to 20 hours/week,
- Number of clients placed in work activity
- Number of clients placed in work activity up to CYRCA recommendation maximum,
- Number of clients placed in work activity below CYRCA recommendation,
- Number of vocational rehabilitation cases closed,
- Number of cases closed for failure to participate;
- Number of clients meeting Provider Performance Bonus of one week from assessment date, placement in work activity up to maximum allowed by CYRCA and two full months maintaining that participation level,
- Number of clients meeting Provider Performance Bonus of three weeks from assessment date, placement in work activity up to maximum allowed by CYRCA and two full months of maintaining that participation level.
- Number of clients selected from the pool to meet the Provider Performance Bonus of 50% pool reduction by the last day of the sixth month,
- Number of clients selected from the pool to meet the Provider Performance Bonus of 80% pool reduction by the last day of the twelfth month.

8. Pricing structure or pricing methodology to be used

This is a cost reimbursement contract. The cost reimbursement pricing structure reflects a Purchase of Services Agreement in which the State agency pays the PROVIDER for actual base operating costs incurred in delivering the services specified in the Contract, up to a stated maximum obligation.

The funds appropriated for the purchase of these services includes a provision for leasing of rental space, purchase of furniture, cellular telephones, and general office supplies and equipment.

See RFP Section 3, Item V for details regarding Pricing Structure.

9. Units of service and unit rate

Not applicable

10. Method of compensation and payment

The STATE shall establish billing and payment procedures for actual, reasonable, and necessary expenses. PROVIDER may incur expenses in providing services pursuant to this Agreement as follows:

1. The PROVIDER shall submit a monthly original invoice by the 10th of the month. The invoice shall specify the amount due and certify that services requested under the Agreement have been performed by the PROVIDER according to the Agreement.
2. The PROVIDER shall be paid promptly after receipt of monthly original invoice which specifies the amount due and that the services have been performed by the PROVIDER.
3. Final payment under this Agreement shall be subject to receipt of the tax clearance certificate and a determination that the performance of the services in the Agreement has been met.

IV. Facilities

The PROVIDER shall secure its own ADA compliant facilities for the East Hawaii site.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The Department reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

III. Project Organization and Staffing**A. Staffing****1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization**1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The purchasing agency shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants’ who are non-profit organizations licensed to do business in State of Hawaii. “Cost-type” involves payment of all incurred costs within a predetermined total estimated cost.

The purchasing agency shall consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling.

The Department reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization, i.e., non-profit or for-profit and that are in the best interest of the state.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget
 SPO-H-206A Personnel – Salaries & Wages
 SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits
 SPO-H-206C Travel – Inter-Island
 SPO-H-206D Travel – Out-of-State*
 SPO-H-206E Contractual Services – Administration
 SPO-H-206F Contractual Services – Subcontracts
 SPO-H-206G Indirect Costs
 SPO-H-206H Other Costs
 SPO-H-206I Equipment Purchases*

*Expenditures require justification and prior approval.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Most recent Audit Report

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration with State Procurement Office
- Audit Report (most recent)
- Tax Clearance Certificate

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

The points awarded for each area and sub-area of evaluation shall be derived from a rating scale of 0 to 5:

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= Not addressed (no credit)

The points for each area and sub-area (0 to 5) are weighted. An average score will be derived by calculating the weight factor for each item, adding the points given by each evaluator, then dividing this total by the number of evaluators.

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
- Demonstrated a thorough understanding of the purpose and scope of the service activity.
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity.

B. Experience

- Description of relevant experiences relating to the delivery of the proposed services during the last 5 years.

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

E. Facilities

- Adequacy of facilities relative to the proposed services.

2. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application. The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

- Description of overall program content and design with specific details of the following:
- Process in which the service engages clients with physical or psychological limitations in employment placements or vocational training.
- Case management services in monitoring client's medical treatment compliance.
- Demonstrates a clear understanding of the target group.
- Demonstrates an understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow Department requirements, and

established procedures. _____

- Demonstrates knowledge of case documentation and maintenance as utilized in computer systems _____
- Demonstrates knowledge of handling customer service demands and complaints _____
- Provides for public relations:and community collaboration. _____
- Describes staff/management activities _____

4. *Financial (10 Points)*

Pricing structure based on cost reimbursement:

- Applicant's proposal budget is reasonable and comparable to positions in the community and/or in the State given program resources and operational capacity.
- Non-personnel costs are reasonable and adequately justified.
- Extent to which the budget supports the scope of the service of this RFP.
- Adequacy of accounting system.
- Tax Clearance certificate.

B. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit Report			X	
Organization Chart			X	

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview.....	1
II.	Experience and Capability	1
A.	Necessary Skills	2
B.	Experience.....	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services.....	6
E.	Facilities.....	6
III.	Project Organization and Staffing	7
A.	Staffing.....	7
1.	Proposed Staffing.....	7
2.	Staff Qualifications	9
B.	Project Organization	10
1.	Supervision and Training.....	10
2.	Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart	
	Program	
	Organization-wide	
D.	Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
E.	Program Specific Requirements	

